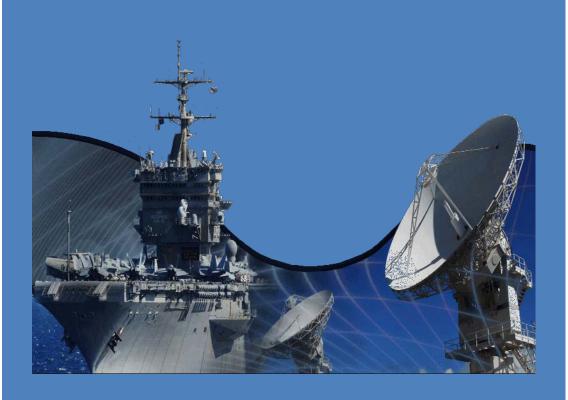
NAVY FOIA BUSINESS PROCESS & FOIAONLINE INTERGRATION TRAINING



WRITTEN BY

DEPARTMENT OF THE NAVY

PA/FOIA PROGRAM OFFICE (DNS-36)

FOIA TEAM

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DEPARTMENT OF THE NAVY

CHIEF INFORMATION OFFICER 1000 NAVY PENTAGON WASHINGTON DC 20350-1000

12 December 2013

MEMORANDUM FOR DIRECTOR NAVY STAFF DIRECTOR, MARINE CORPS STAFF

Subj: DEPARTMENT OF THE NAVY IMPLEMENTATION OF FOIAONLINE

Effective 1 February 2014, all new and open Department of the Navy (DON) Freedom of Information Act (FOIA) requests will be processed through the FOIAonline tracking and management tool. This web-based tool, managed by the Environmental Protection Agency (EPA) and used by several Federal agencies, will provide a cost effective shared service that automates the tracking and reporting associated with FOIA processing.

Per standard practice, appropriate redactions will be applied prior to document release. Exceptions to releasing specific documents to the FOIAonline repository may be granted on a case-by-case basis by the applicable Navy or Marine Corps FOIA office.

FOIA offices currently using the Naval Sea Systems Command e-FOIA tool and commands that are employing other FOIA tools or methods will continue using their respective system until 31 January 2014.

Training information, including dates for web-based training via Defense Connect Online, will be provided under separate correspondence. My points of contact for FOIAonline implementation are Ms. Suzette Buttram, suzette.buttram@navy.mil, (703) 695-1970 and Mr. Steve Muck, steven.muck@navy.mil, (703) 695-1297.

Terry A. Halvorsen
Department of the Navy
Chief Information Officer

Copy to: DON/AA CNO (DNS-36) OPNAV N2/N6 HQMC C4 HQMC (ARSF) NAVSEASYSCOM

IN PROCESS ALL CASES RECEIVED BEFORE 1200 HOURS. ALL NEW REQUESTS RECEIVED AFTER 1200 HOURS WILL BE IN PROCESSED THE FOLLOWING DAY.

PHASE 1

1

FOIAonline

A) Log onto FOIAonline B) Go to Unassigned Cases. Manually Review for Perfection. Perfection is reasonably described, willingness to pay fees, postal mailing address. C) Download Supporting documents. Sanitized and modify Description text box and Supporting Documents for PII.Re unload sanatized documents in Supporting docs section put original in share drive Follow and mark steps on the Admin Log (checklist)

- D) Upload sanitized version of supporting documents (documents provided by the requester only)
- E) Under BOTH Short description and description text box input: (PII/Classified/High Vis,

Media) Statement/Keyword(all that

apply).
E) Input case Tracking
Number into "FOIA Excel
Tracking-In Processing Log.

FOIA requests that are received via:

Mail/FEDEX/Email/FAX Hand off Checks (GS) and

Hand off: Checks (GS) and classified to appropriate official.

- A) Date Stamp
- B) Log onto FOIAonline
- C) Select <u>New request</u>

D) !\text{Perfection} Review for sanitized for PII.

E) Input data. Follow and mark steps on the Admin Log (checklist). Under BOTH Short description and description text box input: (PII/Classified/High Vis, Media)

Statement/Keyword.

F) Input summary of request into description text box.

into description text box.

G) Upload sanitized

FOIA request into

FOIAonline under

"Supporting Docs." Preview
and then "Submit."

In-Processing

2

Conduct a quick search of the tool for subject to see where similar requests have gone in the past. Annotate on the Admin Log.

Cog Emails:

Send out cog emails to appropriate components while in processing. cc the appropriate GS

A) Create electronic folder of the case file on the Share Drive.Naming Convention Case#/ Short description of 2 to 4 words Upload

- Snapshot of FOL request.
- Upload Admin Log
- Upload all documentation and correspondence relating to the case. A hard copy folder will be created

FEE WAIVER AND EXPEDITIED

Review for fee waive and expedited, make recommendation on admin log for GS review. Draft letter corresponding with your recommendation. Place hard copy in case file.

NARA/NPRC

During in-processing if it is discovered that the case will go to NARA or NPRC Draft template letter and place in the File for GS review.

ACK LTR (must be sent w/in 5 days). A) FOIAonline will

automatically send an Ack Ltr to the requester, if email is provided. B) If an email is not provided then Draft in the electronic folder the Ack ltr and get serial number from "FOIA Excel Tracking-Serial Number Log."

AFTER IN PROCESSING IS COMPLETE (1400)

Open Closure folder on share driver and begin in putting information into the case tracker (excel Spread sheet)

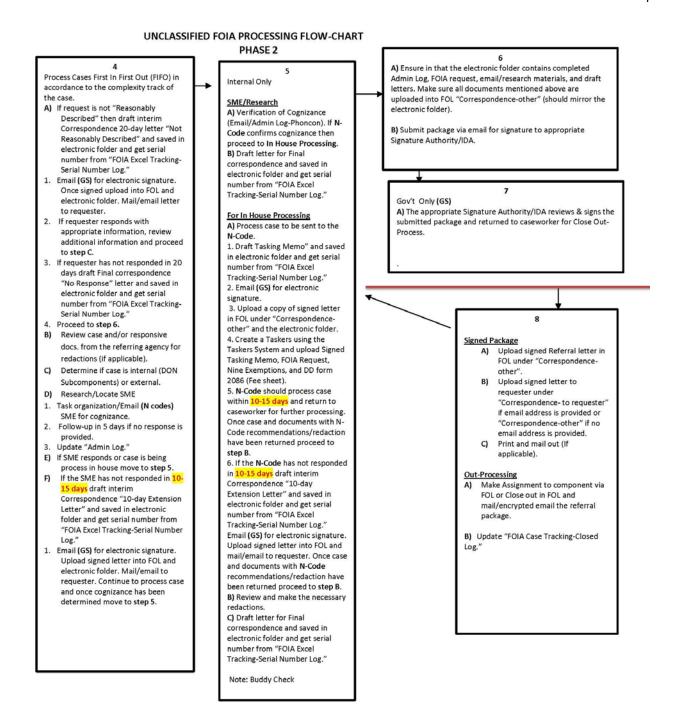
3

INTITIAL REVIEW AND LOW HANGING FRUIT

A) (GS) will do initial review on all unassigned case Folders B) If (GS) knows where the cases go they will transfer the case to the appropriate subcomponent (internal) while notifying the subcomponent via email of the transfer. (C) (GS) will review recommendations on expedited draft letters sign and place back into folders D) (GS) will review recommendations on NARA and NPRC draft letters sign and place back into folders. E) (GS) will make recommendations on

where to direct remaining FOIA cases (subcomponents internal). F) Recommendations will be notated in the Admin log. These unassigned cases will be reviewed and assigned to Team I or Team II. The Team Lead will assign cases to individual caseworkers.

4/12/2017



FOIAONLINE OVERVIEW

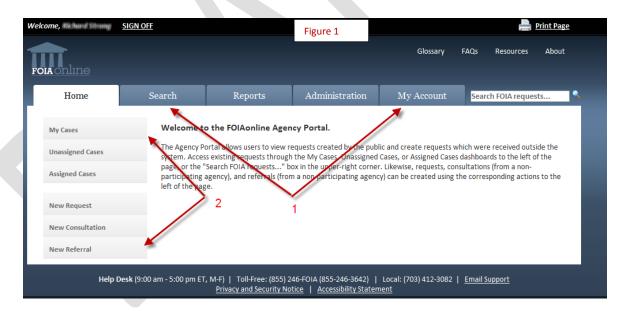
Login

• FOR CAC USERS - https://foiaonline.regulations.gov/foia/action/registered/home. Select your "DoD Email" certificate to proceed to FOIAonline.

• FOR NON-CAC USERS - https://foiaonline.regulations.gov/foia/action/public/home. At the top of the window, there will be an area to input your login email and password.

General Terms and Concepts

- Main Tab Menu (Figure 1) is arrayed near the top of the page, listing the various functionalities.
 - For agency users, "Home" encompasses all FOIA-processing actions.
 - Search Encompasses all actions related to finding a specific case.
 - Reports Encompasses actions developed for specific reporting purposes.
 - Administration This tab is role-restricted. Encompasses actions related to site management and user management.
 - My Account Encompasses actions related to updating your user information and setting preferences.
- Action Menu (2) A column of grey "tabs" on the left-hand side of the page. The Action
 Menu lists all available actions on the current tab. The action menu will change based on the
 tab selected.



- Home Tab Action Buttons
 - My Cases This dashboard is available to all users. Displays all cases assigned to the current user.
 - Unassigned Cases This dashboard is role-restricted. Displays all cases assigned to organizations rather than to individuals. For sites with subcomponents, the

 Revision 0.15 4/12/2017

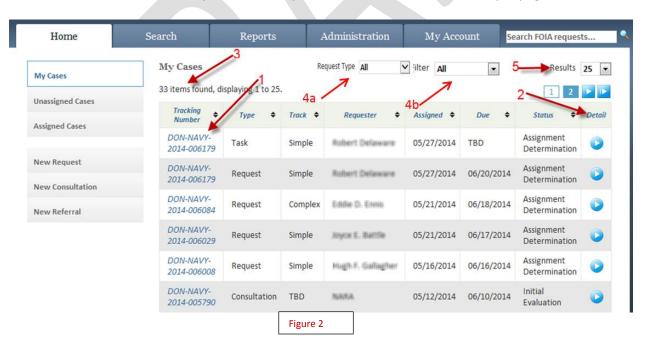
- "agency" drop-down menu allows the user to view all unassigned cases at Headquarters, or for a particular subcomponent.
- O Assigned Cases Displays all cases assigned to an individual and all cases assigned to a subcomponent.
- o New Request , New Consultation and New Referral allow you to manually create new cases received by your agency (e.g. through email and postal mail).

My Cases Action Button (Figure 2) - Here you will see everything assigned to you specifically.

- Tracking Number (1) this number will not change when making assignments, tasks, referrals or consultations. If you select a tracking number it will bring you to the main page of the request.
- Type, Track, Requester, Assigned, Due, Status are all self-explanatory.

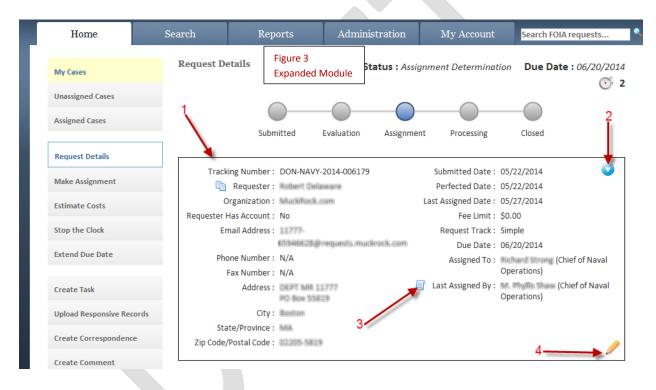
NOTE: Task is an action required from your office to support a FOIA request. Tasks are catch-all category of various actions and coordination conducted in support of a request. Tasks are tied to a "parent" case, and are a part of the administrative log. The tracking number is identical to that of the parent case. **A task is not a FOIA request.**

- Detail (2) selecting this will give you a short version of the case description without having to open each individual case.
- Above the First Tracking Number you will see "# items found" (3), this is the number of items assigned to you (requests, consultations, referrals, tasks and appeals).
- Filter (4b) This drop down allows you to filter by All, FOIA or PA requests.
- Filter (4b) This drop down allows you to filter out the requests by type or track.
- Results (5) This drop down allows you to select the number of cases per page.



Selecting a Tracking Number brings you to Initial Page of Request (Figure 3)

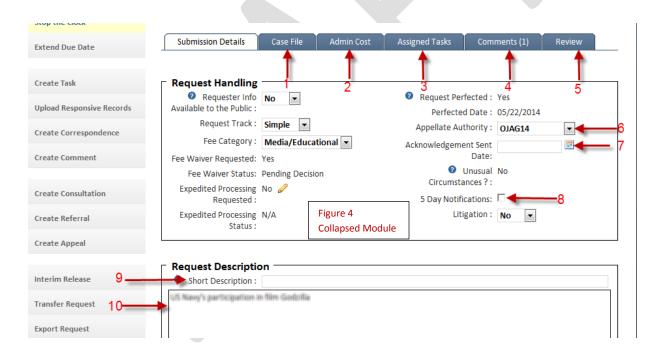
- Module (1) Is an individual "segment" of an Action/Page. Modules are indicated by black-bordered boxes, often with a title in the upper left-hand corner (i.e. Request Handling, Description, Additional Information, Upload Supporting Files (Figures 4 & 5))
- Detail Button () (2) –Selecting this button will expand or collapse the module (pointed to the right is collapsed, pointed down is expanded).
 - Selecting the Detail button gives a more in depth detail to that particular section.
 - Select the Detail button in the right hand corner of the first box. This box gives you
 the requesters' additional information used for judging Perfection.
 - o Select the Scroll (3) next to "Last Assigned By:" To view entire assignment history.
 - o Select the "Pencil" () (4) in the lower right hand corner, this allows you to edit the information within that box. Not all Modules are editable.



<u>Tabs on the initial page of the request (Request Details)</u> (Figure 4)- In addition to the main tab menu, many pages have "sub-tab" menus, in support of the specific action or case selected.

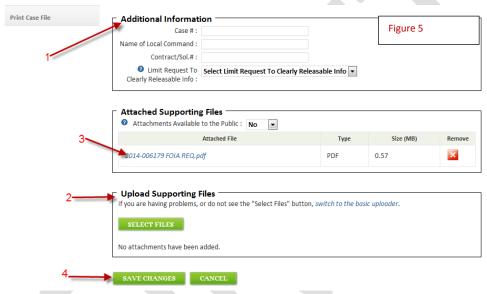
- Case File (1), Admin Cost (2), Assigned Tasks (3), Comments (0) (#) indicates number of comments (4),

 Review (5)
- Appellate Authority (6)- See page 22e
- Acknowledgement sent (7) if the Requester provided an email address the system will automatically generate an acknowledgement email. If no email was provided the date would be the day the acknowledgement letter was sent.
- **5 Day Notifications** (8) –checking this box will enable the system to generate an email to remind the case worker every 5 days that the case is still pending.
- **Short Description** (9) Title of the request. In certain cases it is recommend to put Classified, HV, PII, Media with a semi-colon then the short description, this allows easier search capability.
 - a. Box beneath the title (10) a short description of the request. This is not necessarily a cut and paste of the original request, this should be a short summary of the request(up to 2000 characters). "Requester Info Available to the Public:" should be changed to Yes when appropriate once appropriate Privacy concerns have been addressed. NOTE: Per DON Policy, Post for public Release should be the norm not the exception.



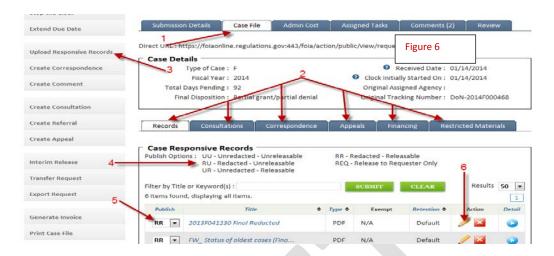
Initial Page of Request Continued (Figure 5)

- Additional Information Module (1) In this module put in addition information such as if referred by FBI etc. their case number.
- Upload Supporting Files (2) here the requester can upload any file they feel is relevant to the request if they are creating the request themselves. If the request came in through other avenues (e.g. email, postal mail) after creating the request you should upload any documents they included as well as the request itself. Ensure to sanitize for any Privacy concerns.
- NOTE: NEVER upload any of your work, emails or correspondence. This is for information provided by the requester ONLY.
- Attached Supporting Files (3) here is where you will see supporting files uploaded.
- SAVE CHANGES (4) ALWAYS SELECT SAVE CHANGES BEFORE MOVING ON OR THE ATTACHEMENTS WILL FOLLOW YOU TO YOUR NEXT PAGE OR CASE.

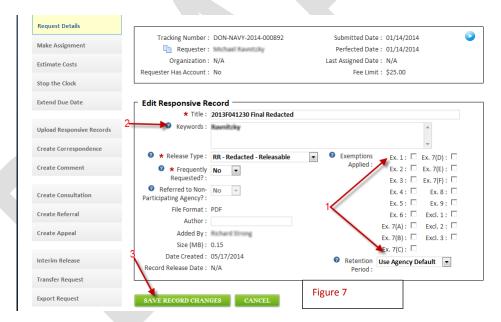


Additional Case Tabs (Figure 6)

- Selecting <u>"Case File"</u> (Figure6) (1) Opens a whole new row of tabs (2)
- Records Tab(Figure 6)(2)
 - O When unclassified responsive records are uploaded using the action button "Upload Responsive Records" (3) "Publish options" (4) are available and can be changed as the processing continues. The "Publish options" can be set next to the record up loaded by a drop down (5).



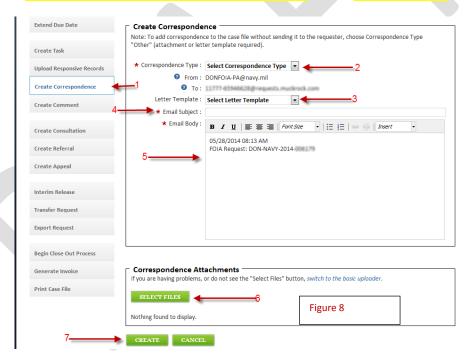
- Selecting Exemptions (Figure 7)
 - O Selecting the pencil (6) in Figure 6 open a new window to select Exemptions.
 - Select appropriate Exemptions (1) and applied keywords (2). (Figure 7)
 - O Select SAVE RECORD CHANGES (3). (Figure 7)
 - o This also allows FOL to total your exemptions applied by type for the annual report.



- <u>Consultation Tab:</u> (Figure 6)(2)Using the "Create Consultations" Action button to coordinate with another command, the consultation documentation will be maintained as part of the command.
- Correspondence Tab: (Figure 6)(2) "Correspondence to Requester" all correspondence between the
 agency and the requester is maintained here to include the acknowledgement email generated by FOL.
 (Figure 8)
 - Select "Create Correspondence" action button (1).
 - Select Correspondence Type from the drop down (2)

- Correspondence to Requester" generates an email to the requester when saved. For use when the requester has provided an email address.
- "Other" will save the document to the Correspondence section and the document will need to be sent through the U.S. Postal system. Any other documents may be saved as "Other" as well (e.g. emails with other components).
- **>** Both correspondences above will be saved in the system for the administrative record.
- o If your Echelon II has populated Boiler Plate letters select the Letter for use from the "Letter Template" drop down (3).
- The "Email Subject:" line (4). Most users just copy the second line in the Email Body provided. (i.e. DON-NAVY-2014-xxxxxxx)
- o "Email Body:" (5) box is used for any free text you wish to send.
- o "Correspondence Attachments" are where you will attach any records or documents you wish to send to the requester (i.e. Response Letter to Requester, Records or Documents that have been requested and are releasable). Click "Select Files" (6) choose the file you are sending, click "Create" (7) at the bottom of the page.

WARNING: If you selected "Correspondence to the Requester" (2) from the drop down the Email with all the attachments will be sent once the outline is pushed.

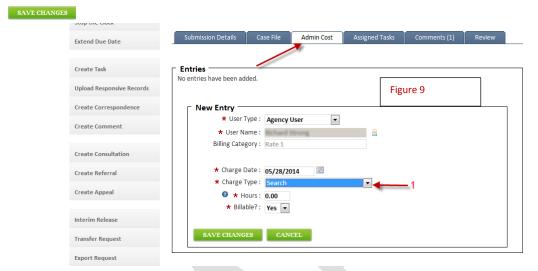


- Appeals Tab (Figure 6)(2): This is where any appeals that have been filed while the case is still being worked will be filed. All red asterisks (*) must be filed in when using this section.
- <u>Financing Tab</u> (Figure 6)(2): In this section are any invoices you created using the "Estimate Cost' Action button and any payments already received.
- Restricted Materials(Figure 6)(2): Self-explanatory.

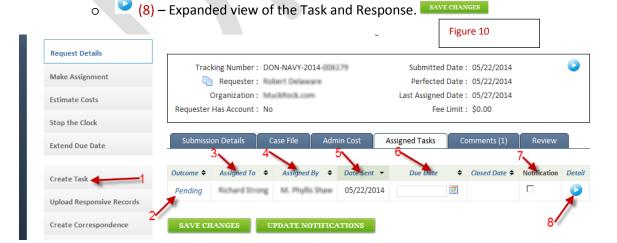
4/12/2017

- Action Button takes you back to the Request details page.

• Admin Cost Tab: (Figure 9) This tab is used to add costs to your invoice. All Red Asterisks (*) must be fill in. under "Charge Type" (1) is a drop down menu with 15 items to choose from.



- Assigned Tasks (Figure 10) Tasks are created using the create Task action button (1).
 - Outcome (2) "pending" means it's not completed yet, "other" means something has been done with it.
 - Assigned To (3) Self-explanatory.
 - Assigned By (4) Self-explanatory. Note: It can be the requester themselves if they are requesting Expedited Processing or a Fee Waiver.
 - o Date Sent (5) Date Task was assigned.
 - o Due Date (6) Date Task is due to be completed.
 - Notification (7) selecting this box generates an email reminder the task is still pending.



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• Comments (1) Can be used as an additional log. Phone conversations, Face to Face conversations or any other information the User (i.e. Caseworker, Reviewer) wants to place in the comments.

When closing a case a reviewer may be required depending on your office Policy. Recommend not setting a Reviewer until you are ready to close the case. If the case is re-assigned with a Reviewers already set then it will transfer with the case.

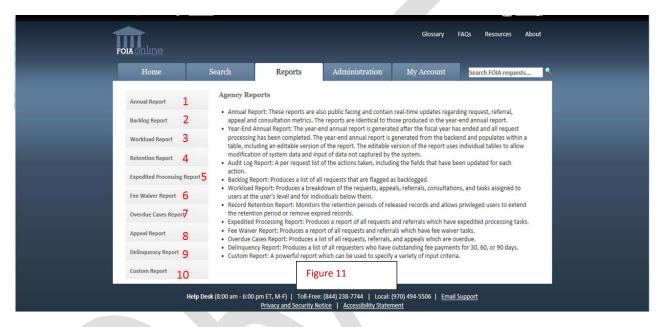
BEGIN CLOSE OUT PROCESS

- Ensure that the proper numbers of Reviewers are assigned in the "Review" sub tab. No reviewers should have been assigned prior to this step.
- Select Begin Close out Process from the Action Menu.
- Select the appropriate option from the drop-down menu in the "Final Disposition" module. This disposition will be reported to Congress.
- Review the information in the "Responsive Records" and "Exemptions Used" modules for accuracy. If necessary, make the appropriate changes, than repeat the process.
- (If applicable) Enter appropriate text into the "Invoice Comments/Instructions" module.
- Click the green "BEGIN CLOSE OUT" button.
- The Review Sequence will begin.
 - o A "Case File Review" Task will be created for the First Reviewer in the Reviewer Order.
 - If a Case File Review Task is rejected, the Review Sequence will be aborted. The closeout process will have to be restarted from the beginning.
 - After all Case File Review Tasks are approved, the Review Sequence will conclude and a
 "Final Disposition Notice" task will be sent to
- In the **Final Disposition Notice task**, select close Out Task from the Action Menu.
 - If the requester does not have an email address, ensure that the Final Disposition Letter has been added to "Correspondence" "Other"
 - i. Enter the Date the Final Disposition Letter was sent in the "Offline Closure Date" module.
 - ii. Click the CLOSE WITHOUT SENDING button. This will Close Out the **Final Disposition**Notice Task and the FOIA request.
 - iii. Send Hand copy of Final Disposition Notice Letter, a copy of the Initial Request and any Documents or Records being released to the Requester through regular postal mail.
 - The "Final Disposition Notice" module reflects the "Create Correspondence" module (Figure 8). The "Attach Supporting Files" module reflects the "Correspondence Attachments" module (Figure 8).
 - (If applicable) Select the appropriate Invoice(s) for the "Attach Invoice" module.

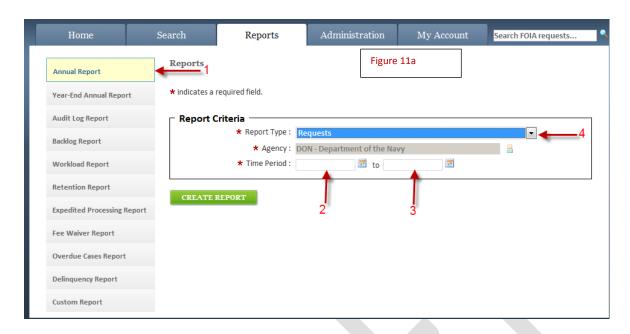


Click the button. This will Close Out the **Final Disposition Notice Task** and the FOIA request. FOIAonline will send the Final Disposition Letter to the requester.

REPORTS (Figure 11)



1. Annual Report (Figure 11a) – When using this function ensure your Time Period from date (2) is far reaching (i.e. 1/1/2000) to present (3) to ensure to capture all old case information. The Annual Report function does not return historical data. Data is current to the date of the Report. When running this Report you will need to select each portion separately from the drop down menu (4) (i.e. "Ten Oldest Requests" run Report, then "10 Oldest Consultations" run report)



- 2. Backlog Report Shows all Backlogged Requests.
- **3. Workload Report –** Shows all Requests, Appeals, Referrals, Consultations, and Tasks assigned to users.
- 4. **Record Retention Report** Shows the Retention Date of All Cases
- **5. Expedited Processing Report –** Shows All Requests for Expedited Processing and the Status of the Expedited Processing Request.
- 6. Fee Waiver Report Shows All Requests for Fee Waivers and the Status of the Fee Waiver Request.
- 7. **Overdue Cases Report** Shows All Cases that Remain Open Past the Due Date, including whether that request has any Open Tasks.
- 8. Appeal Report- shows appeals by office, received dates can be entered and closed dates can be entered.
- 9. **Delinquency Report-** Returns information on Requesters that have not paid invoices for past Requests.
- 10. Custom Report Function similar to an "Advanced" Search.

UPLOADED DOCUMENTS VISABILITY:

	Public	Requester	Public After Closure	Internal Only
Other Correspondence				X
Correspondence to Requester		X		
Attached Supporting Files	Y/N	Х		
Responsive Documents – RR- Redacted- Releasable			Х	
Responsive Documents – RU- Redacted- Un-Releasable				Х

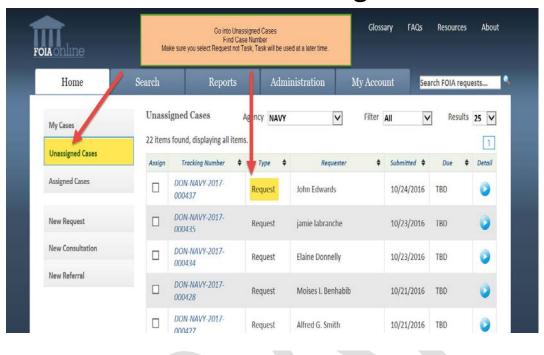
Responsive Documents – UR-				
Un-Redacted- Releasable			X	
Responsive Documents – UU-				
Un-Redacted-Un-Releasable				Χ
Responsive Documents –				
REQ- Release to Requester				
Only		X		
Description	Y/N	X		
Modified Description				
(Overrides Description)	Y/N	X		
Short Description (Subject)				Х

MHAT TO UPLOAD WHERE

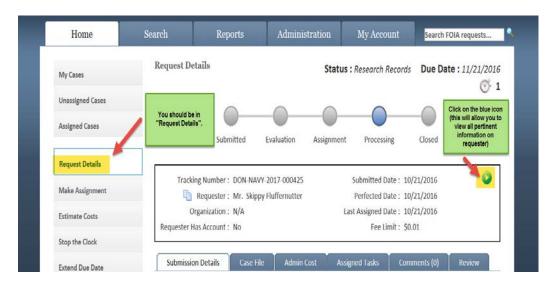
Upload Supporting Files	Correspondence "Other"	Correspondence to Requester
FOIA Requests	Draft Acknowledgment Letter	Final Acknowledgment Letter
Redacted versions of Attachments that came with the	Emails	Final Response Letter to Requester
FOIA request Envelope in which the request came in.	Research Materials	
	Draft Response Letter to Requester	
	Admin Log/Phone log	
Upload Responsive Records	Restricted Materials	
Records (potentially) responsive	Sensitive (unclassified) records	
to FOIA requests	that should not be viewable to parent site(s)	
"Placeholders" for responsive records that cannot be uploaded		

DNS-36 Business Process

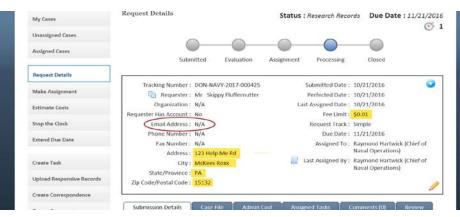
Good Morning



New And Shiny FOIA



Requester Who?



NOTE: When expanded, there are a few things that need to be validated; there must be:

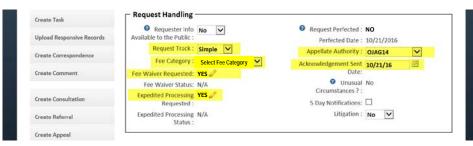
- (1) Physical non-government address.
- (2) Willingness to pay fees.
- (3) An email address would be helpful but not necessary. Without an email, the response has to be mailed via snail mail.

If ???



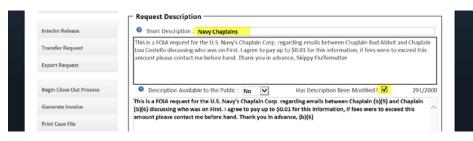
- 1. Check the "Comments" tab for any possible comments that are applicable to the case.
- 2. Check "Assigned Tasks" for any possible action needed.

In-Processing



- "Request Track" Simple and Complex are the two options.
- "Fee Category" there will be 3 different categories to chose from (1) Commercial (2) Media/Education
 (3) Other. Determine if the requestor is connected to any medical or educational program, most will fall under other
- "Fee Waiver Requested" this is either yes or no. If yes, there should be documentation attached to the original request.
- "Expedited Process" this is either yes or no. If yes, there should be documentation attached to the original request.
- 5. "Appellate Authority" OJAG14 and OGC are the two options. What if left blank?
- "Acknowledgement Sent Date" if an email is attached to the case, the system will automatically generate an acknowledgement letter. If there isn't an email, a manual letter must be generated and sent to the requestor.

Short Description



- Read the request description. From the request make a short description and type in the highlighted area. The short description should be no more than four words.
- "Has the Description been Modified" when you click this box, another box will appear with the same request information. This is where you will redact all PII (personal information) pertaining to the case. This is where you will refer to "The Nine FOIA Exemptions" worksheet.

When in Doubt...SAVE!!

NOTE: You will skip "Additional Information" and "Upload Supporting Files" and go to...



Printing & Saving

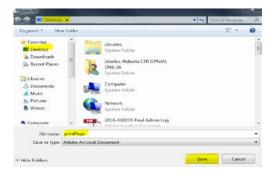


Go to the top of the page and click on Print Page.



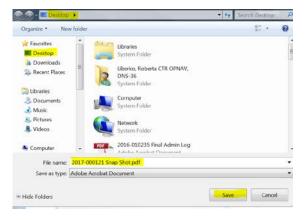
This box will appear at the bottom of your screen and you should click on the black arrow next to "Save" and click the "Save As" feature.

Save As...



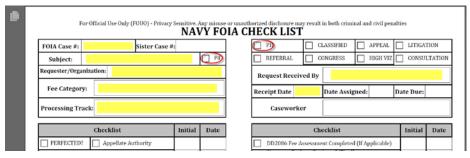
This is the screen that will come up. You should make sure you're saving the file to your desktop and rename your file.

Snap Shot



This is the screen that will come up. You should make sure you are saving the file to your desktop and rename your file.

Filling Out DNS-36 Check List



FILLING OUT DOCUMENT:

FOIA Case #: retrieve from snap shot (track number)

Subject: Short description

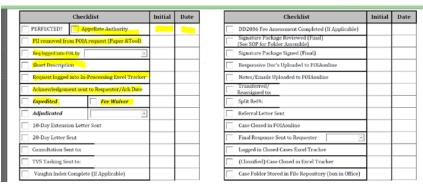
Requester/Organization: The person or agency requesting information i.e. S. Fluffanutter **Fee Category:** Three options 1) Commercial, 2) Media/Education, 3) Other. Refer to p.

Processing Track: Two options 1) Simple, 2) Complex.

Request Received By: Nine options 1) Certified Mail, 2) DONFOIA-PA, 3) Email, 4) Fax, 5) FedEx, 6) FOIAOnline,

7) Regular Mail, 8) SIPERNET, 9) Tasker/TRIM. **Receipt Date:** When was it entered into FOIA Online. **PII:** This is when a request with PII needed redacting

Internal Use Only



Appellate Authority: Always check box.

PII: Only check if you had to redact on the snap shot.

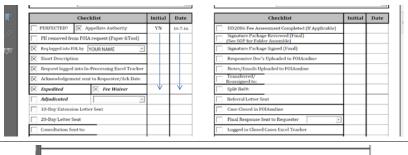
Req Logged into In-processing Excel Tracker: Check the box once logged in or

Expedited: Is the requester requesting this case to be expedited, if so, mark it. **Fee Waiver:** Did the requester request for a fee waiver, if so, mark and provide documentation to support.

Note: Initial and Date only if the box was checked off.

4/12/2017

Still Check Listing Stuff





NOTE: Once completed save to desktop under case number and admin checklist i.e. 2017-000121 admin checklist.

All Actions Taken



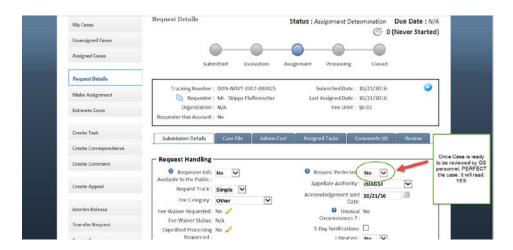
Date / Initial and keep track of any actions that are taken.

Time (Hrs): This is written in a ten minute increments.

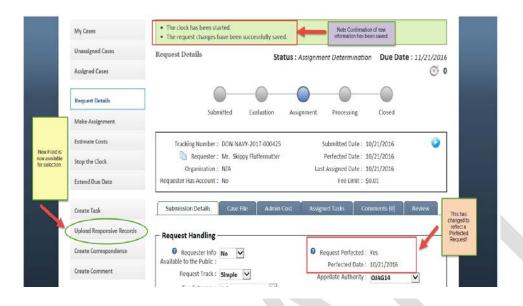
Where My Cases At?



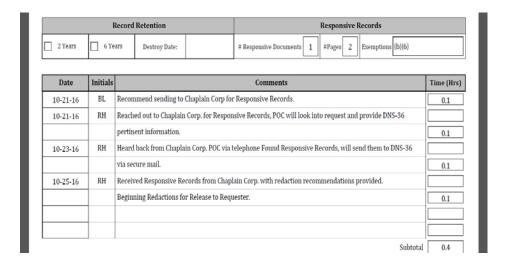
To Perfect or Not to Perfect..?



New Stuff

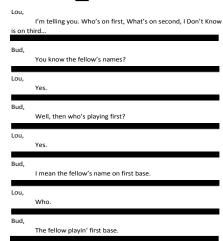


Continuing Log

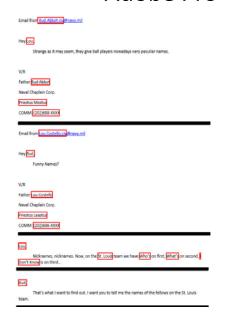


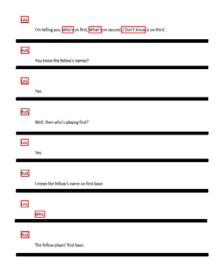
Responsive Record_UU



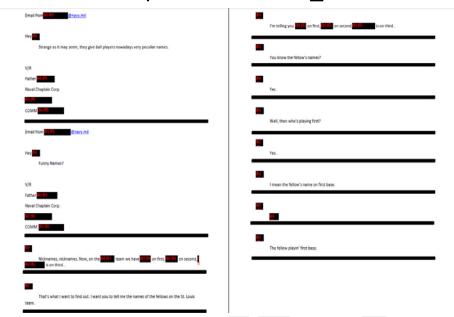


Adobe Pro for Redaction

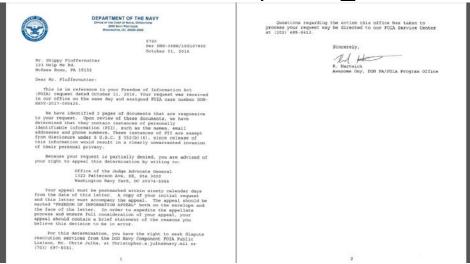




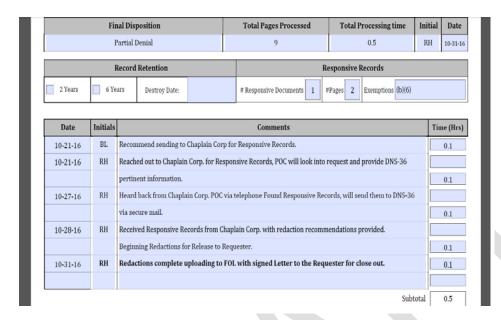
Responsive Record_RR



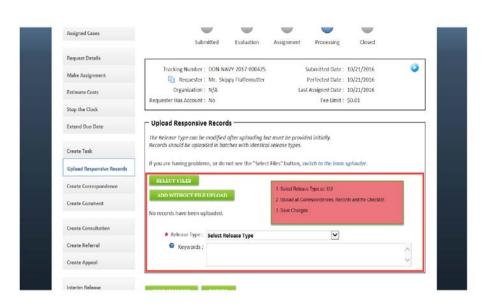
Letter to the Requester_REQ



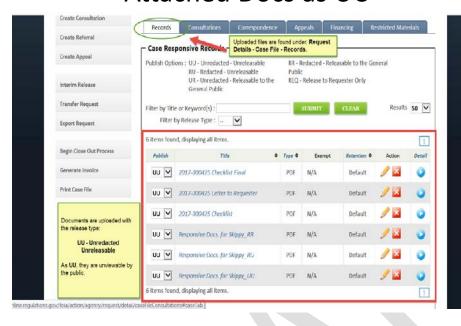
Final Check List



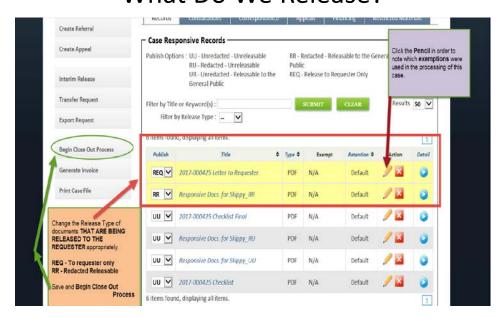
Upload Records to FOL



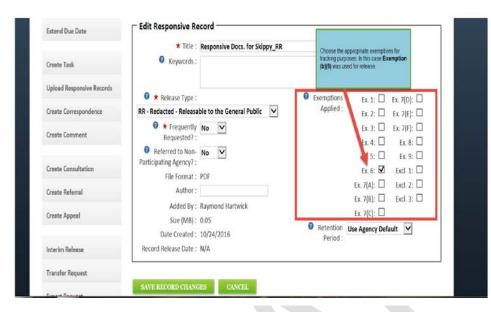
Attached Docs as UU



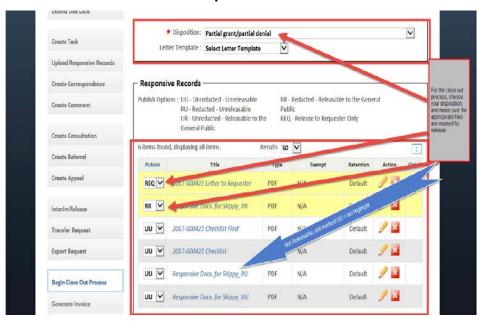
What Do We Release?



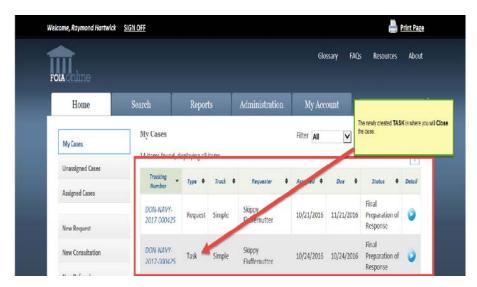
Exemptions



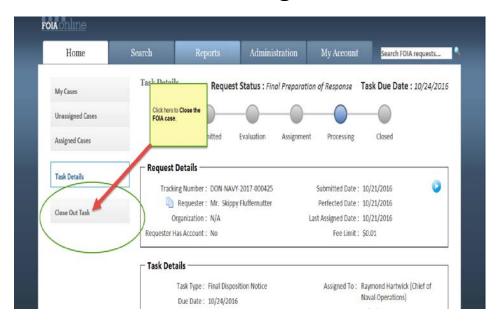
Disposition



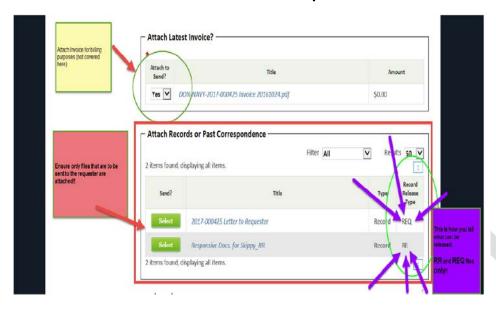
Closing Out



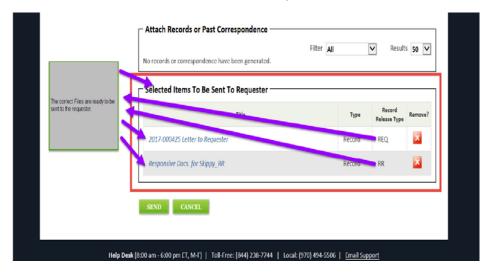
Still Closing Out



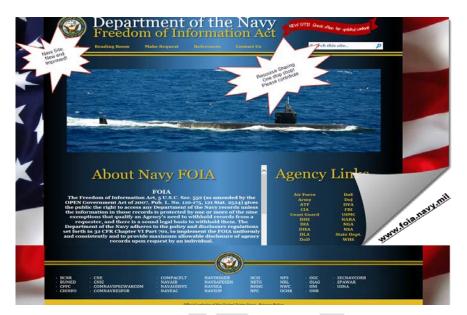
Release to the Requester



Last Step



New FOIA Website



236801